

**From:** Kathy Wachs (TMS) Kathy.Wachs@lexus.com  
**Subject:** Customer Support Program 21LE01 - Certain 2011 - 2013 Model Year CT 200h - Coverage for Brake Booster and Brake Booster Pump Assemblies (Internal)  
**Date:** May 20, 2021 at 7:17 AM  
**To:** Lexus Recall lexus\_recall@internal.toyota.com

●● PROTECTED 關係者外秘

Please do not share this information with dealers before dealer launch at approximated 10:00AM CT today.

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Customer Support Program to provide coverage for Brake Booster and Brake Booster Pump Assemblies on certain 2011-2013 Model Year CT200h Vehicles.

**Background**

Although the Brake Booster and Brake Booster Pump Assemblies are covered by Lexus' New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever comes first), we at Lexus care about the customers' ownership experience. Lexus is providing coverage for repairs related to certain internal malfunctions of the Brake Booster and Brake Booster Pump Assemblies in some of the subject vehicles.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

**Customer Support Program Details**

This Customer Support Program provides coverage as it applies to Brake Booster and Brake Booster Pump Assemblies on certain 2011-2013 Model Year CT200h Vehicles. The specific condition covered by this program is related to certain internal malfunctions of the Brake Booster Assembly. One or more of the following specific Diagnostic Trouble Codes (DTCs) C1391, C1252, C1256 or C1253 will be stored in the vehicles memory to be used as verification. If the condition is verified, the vehicle will be repaired with new Brake Booster and Brake Booster Pump Assemblies under the terms of this Customer Support Program.

- The **Primary Coverage** will be offered until November 30, 2022, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years or 150,000 miles from the date of first use, whichever comes first.

*This coverage is for work performed at an authorized Lexus dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

**Covered Vehicles**

Model/Years	Production Period	Approximate Total Vehicles
2011-2013 CT200h	Late August 2010 - Mid-December 2013	49,500

There are approximately 49,500 vehicles covered by this Customer Support Program. Approximately 108 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

**Owner Letter Mailing Date**

Lexus will begin to notify owners in late May 2021 and notifications will be mailed over several months. A sample of the owner notification letter has been included for your reference.

Please reference the attached documents for additional details.

**Kathy Wachs**

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I see you. I hear you. And, I stand with you and for you.  
*I am an ally.*



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***INTEROFFICE MEMORANDUM***

Original Publication Date: May 20, 2021

To: All Lexus Area General Managers / Assistant General Managers

From: Chuck Yaeger  
Senior Manager, Fixed Operations

**CUSTOMER SUPPORT PROGRAM 21LE01**

**Certain 2011-2013 Model Year CT200h  
Coverage for Brake Booster and Brake Booster Pump Assemblies**

**Specific information for Area support is provided below.**

**Condition**

Although the Brake Booster and Brake Booster Pump Assemblies are covered by Lexus' New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever comes first), we at Lexus care about the customers' ownership experience. Lexus is providing coverage for repairs related to certain internal malfunctions of the Brake Booster and Brake Booster Pump Assemblies in some of the subject vehicles.

**Dealer Notification**

The attached dealer letter will be sent to all Lexus dealers on May 20, 2021.

*Please reference the attached Dealer Letter for additional details.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

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